

FREQUENTLY ASKED QUESTIONS

1. If a business customer calls the 1-800-829-1040 number will they be automatically transferred to the new Business and Specialty Tax Line or will they be told to redial?
 - A. Callers will be transferred to the new Business and Specialty Tax Line – they will not have to redial.
2. Will there be a voice tree on the new Business and Specialty Tax Line and if so, what are the options and would the options be posted to the IRS website?
 - A. The menu choices may change frequently, so we will not post the options on the IRS Website. The new Business and Specialty Tax Line script should be less confusing. Each caller can select their topic by using the telephone keypad or by speaking their choice to get to a customer service representative trained to handle that call. Speaking your choice is a new feature available at this time only on the Business and Specialty Tax line.
3. Will any of the options on the new Business and Specialty Tax Line be directed to Referral-Mail (R-Mail) or will an assistor answer immediately on all options?
 - A. We will continue to use R-Mail as an option to handle volume during the filing season. If a caller to the Business and Specialty Tax Line selects a category that is handled through R-Mail, the caller will be directed to a customer service representative who will enter the question into the R-Mail system and explain to the caller how the question will be answered. The anticipated response time is 48 hours.
4. What will happen if a practitioner calls the new Business and Specialty Tax Line?
 - A. Any customer calling the Business and Specialty Tax Line with a business or specialty tax question will be helped; however, Practitioners should still use the Practitioner Priority Services Line. This will allow taxpayers to receive a more expeditious response on the new Business and Specialty Tax Line.
5. Is the existing EIN Toll-Free Number for taxpayers who want to apply for an Employer Identification Number really phasing out? If yes, when?

- A. The EIN option is the first choice on the Business and Specialty Tax Line main menu; however, the customer can still apply for a new EIN using the EIN Toll Free Number. Our plan is to phase out the EIN Toll Free Number, but there is no definite time frame for the phase out. Also, watch the IRS website for news on Internet EIN, coming soon!
- 6. If a business calls the new Business and Specialty Tax Line to apply for an Employer Identification Number will they be given assistance or will they be redirected?
 - A. The customer will be assisted. (See question #5)
- 7. Is the Refund Hotline the best way to get information on my refund? Or should I use the website first?
 - A. For those who have Internet access, the website is the preferred method for determining refund information. The website has the advantage of 24 hour 7 days a week availability and the customer will not have the wait that may happen on the toll free line. If you do not have access to the Internet you may get refund information on the new Refund Hotline on 1-800-829-1954.
- 8. If a business calls the Business and Specialty Tax Line and asks for assistance with e-filing, will they be assisted?
 - A. Our customer service representatives will answer the customer's question. We also plan to have a message played while the customer is waiting in the queue to advise them of the IRS website, along with the website address, which also provides helpful information about e-filing and e-paying, as well as information on tax law, forms and publications. For information about electronic payments through the Electronic Federal Tax Payment System (EFTPS) call 1-800-555-4477 or 1-800-945-8400.
- 9. Can I get an operator right away if I don't know which category to select on the menu?
 - A. It will be important for each caller to listen carefully to the options offered in order to choose the best topic for their question. If you don't hear a choice that best identifies your question, you will have the option to go to an operator for assistance.

10. How long will it take to get through to an assistor on the new business line during the filing season?

A. Since this is a new number, we do not have clear indicators to estimate wait times. Customers should experience more expeditious service with the creation of the new toll free number for business and specialty taxes. This line not only provides a new avenue for this customer segment to receive service, but it will reduce the number of calls coming in to the traditional line, now serving the individual tax customer.

11. Does the IRS record information about my call, so if I have to call back the assistor can find information from my prior calls?

A. Important customer information is recorded to the customer record when warranted and is available to authorized customer service representatives, if the customer needs to call back.

12. What are the operating hours for the new Business and Specialty Tax Line?

A. Service will be available Monday through Friday from 7:00 am to 10:00 pm local time, except Alaska and Hawaii for which the hours are 7:00 am to 10:00 pm Pacific Time.